

TROUBLESHOOTING GUIDE

GENVEX VANVEX UNITS



PROBLEM - NO HOT WATER

1 IS ELECTRICAL POWER GETTING TO UNIT? IF YES GOTO 2.

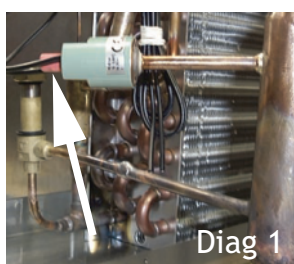
- Connection will be at a fused spur of the house electrics, possibly adjacent to the unit. (Socket looks similar to the fused spur from a cooker).

NB: CAUTION NEXT STEPS- TURN OFF UNIT AT MAINS. YOU MAY WANT TO ASK A QUALIFIED ELECTRICIAN TO CHECK THIS FOR YOU.

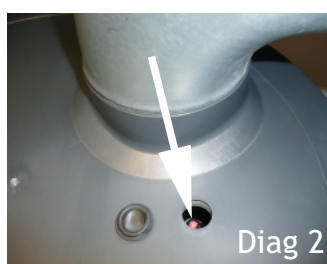
- Check connections to mains power and to ventilation unit and that the fuse has not blown - replace if necessary.
- Check the fuses on the PCB (printed circuit board) have not blown. Take the front panel off the unit (and the PCB) and replace if necessary.

2 CHECK THE HP (HIGH PRESSURE) SWITCH IS NOT DISENGAGED.

- This protects the heat pump from excessive pressure on the refrigeration circuit and will stop the pump in the event of high pressure.
- Turn the unit off and find the HP switch located within the unit; in a Vanvex 185/285 (square unit) take off the front cover and locate as shown in Diag 1 and for a Vanvex R/RS (round) remove the small rubber bung on the top of the unit and locate as shown in Diag 2.
- Reset the HP switch by pressing the red button. The system will restart once unit is switched on again.



Diag 1



Diag 2

3 WHAT IS TARGET WATER SUPPLY TEMPERATURE?

- Has this been changed? On the User Menu on the control panel, check P3 which is the thermostat temperature setting. It will normally be set to 52°C - use the up and down arrows to adjust the water temperature.

4 CHECK THAT THE HEAT PUMP HAS NOT BEEN SWITCHED OFF.

- In the User Menu on the control panel, check P1 is NOT set to 0 as this turns off the heat pump. Set to Level 1.

5 CHECK EXTERNAL GRILLES

- Remove any leaves/ice/snow from the grilles on the outside of the property.

6 CHECK SAFETY THERMAL CUT-OUT BUTTON

- The heating coil will disconnect if the temperature reaches 90°C. To reactivate it, turn off the power to the unit, take the front cover off and remove the heating element cover.
- Reset by pressing the small white pin in the centre.
- NB: the wires to the control system are fragile - please take care they do not break or get disconnected.



7 USE ELECTRIC ELEMENT IF NEEDED

- In the User Menu, check Item P2 is set to 1, to engage the electric element built into the unit to get hot water.
- When the fresh air temperature is below 0°C, the electric element will automatically come on. (The default setting is 0 or OFF).

8 CALL FOR SERVICE

On 0845 260 0123 Monday - Friday, 8.30am-5.30pm.

Over Christmas, please leave a message on the answer phone and we will respond to your request on 28th-30th December.

This information can also be found within your Optima 155/180 Control Manual.